

# **FAMILY AND CHILDREN'S SERVICES**

Outcomes 2002-2003

## **Mission of Family and Children's Services:**

To ensure safe, permanent, nurturing families for children.

## **Vision:**

To provide community based support for all families through a coordinated, efficient and culturally - sensitive team approach.

**Goal:** To provide efficient and effective child welfare services to the citizens of Catawba County.

- Outcome:** Turnover for social work staff *will* not exceed 30% during FY 2002-03.
- Outcome:** Realize a 98% positive customer service rating from a random sample survey administered during FY 2002-03.
- Outcome:** Citizens will know about Minimum Community Standards of Care as a result of at least thirty community presentations by June 30, 2003 Knowledge will be measured by a post presentation feedback survey.
- Outcome:** Child welfare staff will demonstrate knowledge increase in cultural diversity issues, to be measured by post-presentation survey by June 30, 2003.

## **Child Protective Services**

Outcomes 2002-2003

## **Mission:**

To ensure safe, permanent, nurturing families for children in Catawba County.

## **Vision:**

Every child in Catawba County will have a permanent sense of belonging in a family that is nurturing, provides for the physical, emotional, and educational needs of the child and instills hope for the future.

**Goal:** Keep vulnerable children safe.

- Outcome:** In 100% of reports accepted for a Child Protective Services investigation (approximately 1800+) initiation of investigation will begin within the legal time frame of 24/72 hours or there will be documentation of efforts made in accordance with state standards to assure the safety of children, during FY 2002-03.
- Outcome:** In addition to initiating 100% or reports within legal time frame (24/72 hours) at least 60% of all child maltreatment reports accepted for a Child Protective Services investigation alleged victim children (approximately 2200 of 3700) will be seen within 24 hours in order to assure the safety of vulnerable children, during FY 2002-03.

- Outcome:** 75% of Child Protective Services investigative assignments (1350 of 1800) will be made within a specific geographic area to increase social worker timeliness, minimize travel, promote neighborhood familiarity and enhance relationships with neighborhood schools, during FY 2002-03.
- Outcome:** At least 90% of all Child Protective Services investigations (1620 of 1800 approximately) will be completed within 30 days of initiation unless documentation is present providing adequate justifications, during FY 2002-03.
- Outcome:** In 90% of families where risk of harm to a child has been determined (project approximately 112 of 124 families) on 3 or more previous occasions, the family will be reassessed and a family conference will be held to ensure safety, permanence and well being for the child.
- Outcome:** Customers will indicate a 98% rate of satisfaction with services received from the Child Protective Services Investigations Unit as measured by a random survey during FY 2002-03.
- Outcome:** Through child focused, family-centered services, 90% of child victims and families interviewed at the Child Advocacy Center will report reduced stress and trauma as measured by a post-intervention survey during FY 2002-03.
- Outcome:** 95% of families rating high risk when Child Protective Treatment services begin (48 of 50) will experience a reduction of risk of harm as measured by Family Risk Assessment to children from high to at least moderate within 6 months or a need for a petition requiring court intervention will be determined.

**Goal:** Families will be able to sustain positive changes and maintain the safety of their children over time.

- Outcome:** 90% of the children (approximately 540 of 600) receiving Child Protective services' treatment for more than 3 months will remain in the physical care of a member of their kinship care network during FY 2002-03.
- Outcome:** 85% of all new cases for Child Protective treatment services (255 of approximately 300) will not have received Child Protective treatment services or voluntary child welfare services within the previous 12 months.
- Outcome:** 90% of Child Protective Services treatment cases involving parental substance abuse substance (approximately 90 of 100 cases) will not have a repeat substantiated child neglect or abuse incident within 6 months of case closure when the agency's substance abuse policy and protocol is implemented.
- Outcome:** Customers will indicate a 98% rate of satisfaction with services received from the Child Protective Services Treatment staff as measured by a random survey during FY 2002-03.

## Family Preservation

### Outcomes 2002-2003

#### **Mission:**

Families will be given the opportunity to sustain themselves so that parent (s) and children can remain together in a safe environment

**Goal:** To preserve families

**Outcome:** 85% of Families (Projected 29 of 34) completing Family Preservation Services during FY 2002-03, will not have had their children enter the Department of Social Services foster care system at time of closure of services.

**Outcome:** 90% of families (Projected 31 of 34) completing Family Preservation Services during FY 2002-03, will show improvement as measured by the North Carolina Family Assessment Scale in three of the five areas of the scale: environment, parental capabilities, family interactions, family safety, and child well-being.

**Outcome:** Customers will indicate a 98% rate of satisfaction with services received from the Family Preservation staff as measured by a random survey during FY 2002-03.

### **Financial Data for Child Protective Services & Family Preservation**

	Fiscal Year 2001-2002			
	Budget	Year Ending Projections	Projected Balance Under / (Over)	Projected % Spent/ Received
Expenditures	\$1,748,495	\$1,733,296	\$15,199	99%
Revenues	\$1,348,928	\$1,237,634	\$111,294	92%
County Share	\$399,567	\$495,662	(\$96,095)	124%

	Fiscal Year 2002-2003 (Requested)		
	Budget	Increase or (Decrease)	% Increase or (Decrease)
Expenditures	\$1,803,329	\$54,834	3%
Revenues	\$1,380,623	\$31,695	2%
County Share	\$422,706	\$23,139	6%

#### **Explanation of data:**

FY 2001-2002: Revenues are less than expected due to a reduction of Smart Start funding for the Child Advocacy Center of \$15,000 and the use of the Social Services Block Grant (SSBG) and Temporary Assistance for Needy Children (TANF) allocations in other areas of the agency.

FY 2002-2003: The estimated 6% increase in county cost is due to normal cost of living and performance adjustments for staff.